

**छत्तीसगढ़ शासन  
सामान्य प्रशासन विभाग  
मंत्रालय  
महानदी भवन, नवा रायपुर अटल नगर**

**क्रमांक-GENCOR-35010/58/2025-GAD-5** नवा रायपुर अटल नगर, दिनांक 24/01/2025  
प्रति,

समस्त अपर मुख्य सचिव/प्रमुख सचिव/सचिव/विशेष सचिव,  
छत्तीसगढ़ शासन,  
मंत्रालय, नवा रायपुर अटल नगर।

**विषय: Business Reform Action Plans.**

-000-

वाणिज्य एवं उद्योग विभाग, मंत्रालय, महानदी भवन, नवा रायपुर अटल नगर के पत्र क्रमांक-  
एफ 20-35/2023/11/6, दिनांक-07 जनवरी, 2025 द्वारा Business Reform Action Plans के  
संबंध में निर्देश प्राप्त हुआ है, जिसकी छायाप्रति संलग्न प्रेषित है।

2/ अतः आदेशानुसार अनुरोध है कि विभाग तथा विभाग के अधीनस्थ कार्यालयों को उक्त  
निर्देश के अनुसार कार्यवाही संपादित किया जाना सुनिश्चित कराने का कष्ट करें।

**संलग्न: उपरोक्तानुसार।**

Signed by

(अशिका बंडोपाड्येय)

Date: 24/01/2025 11:00:13


छत्तीसगढ़ शासन  
सामान्य प्रशासन विभाग

**पृ.क्र. GENCOR-35010/58/2025-GAD-5** नवा रायपुर अटल नगर, दिनांक 24/01/2025

प्रतिलिपि:

01. प्रमुख सचिव, छ.ग. शासन, मुख्यमंत्री सचिवालय, मंत्रालय, नवा रायपुर अटल नगर,
02. अवर सचिव, मुख्य सचिव कार्यालय, मंत्रालय, नवा रायपुर अटल नगर,

की ओर सूचनार्थ प्रेषित।

  
उप सचिव  
छत्तीसगढ़ शासन  
सामान्य प्रशासन विभाग

**Government of Chhattisgarh**  
**Commerce and Industry Department,**  
**:: Mantralaya ::**

**Mahanadi Bhawan, Nava Raipur Atal Nagar, Raipur**

No. F 20-35/2023/11/6

Nava Raipur, Date : January, 2025

To,

Secretary,  
Government of Chhattisgarh,  
General Administration Department,  
Mantralaya, Mahanadi Bhawan,  
Nava Raipur Atal Nagar.

07 JAN 2025

राज्यसंगठन शासन  
सा.प्र.वि. कक्ष-5  
पंजीकृत ..... 95  
दिनांक ..... 22-1-2025

**Subject: Business Reform Action Plans.**

**Ref: D.O. No. P-25020/1/2023-EODB Section, Dated: 11<sup>th</sup> March, 2024.**

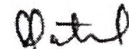
---00---

To advance the implementation of the reforms under Ease of Doing Business (EoDB), Business Reforms Action Plan (BRAP) and Business Reform Action Plan Plus (BRAP Plus), the Department for Promotion of Industry and Internal Trade (DPIIT), Government of India, has proposed a Government Order/Notification for the following:

1. The Department should ensure that all **applications** are submitted **online** via **SWS / NSWS**, with no requirement for submitting **hard copies**. **Offline applications** should not be accepted. Furthermore, all **information** related to these services should be published **online**. Additionally, the **development** and **publication** of a **dashboard** with **key metrics** (applications received/granted, time taken, fees incurred) should be undertaken, with **regular updates** (real-time or daily/weekly, etc.) for the services included in **BRAP** and **BRAP+**, as outlined in **Annexure A**. Format for dashboard is also attached at the end.
2. **Establishment of an Online Grievance Mechanism** by the Department, with defined working procedures and an escalation matrix, including service timelines and procedures for addressing and responding to businesses' grievances, as outlined in **Annexure B**. Additionally, time-bound resolution of queries and grievances should be defined.
3. The Department should ensure that **all processes** outlined in **Annexure C** are being followed.

In this context, it is proposed that the General Administration Department (GAD) direct the respective Departments to adhere to the above points.

Encl: As mentioned.

  
( **Umesh Kumar Patel** )

Deputy Secretary,  
Government of Chhattisgarh,  
Commerce and Industry Department

अ.प्र.वि.

पंजीकृत  
22/01/25

22/01/25



## Annexure A

| Sr. N. | Department              | Services  |
|--------|-------------------------|---|
| 1.     | CECB                    | <p>Environment related approvals:</p> <ul style="list-style-type: none"> <li>• Consent to Establish/Operate under the Air (Prevention and Control of Pollution) Act, 1981 &amp; Water (Prevention and Control of Pollution) Act, 1974</li> <li>• Authorization under the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016</li> <li>• Authorization under Bio-Medical Waste Management (Management and Handling) Rules, 2016</li> <li>• Authorization under Solid Waste Management (processing, recycling, treatment, and disposal of solid waste) Rules, 2016</li> <li>• Authorization under Construction and Demolition Waste Management (Management and Handling) Rules, 2016</li> <li>• Renewal of consent to operate</li> </ul> |
| 2.     | CEI                     | <ul style="list-style-type: none"> <li>• Approval for DG set installation (Registration and Renewal) from all concerned authorities (as applicable)</li> <li>• Obtaining Drawing Approval from Electrical Inspectorate</li> <li>• Registration &amp; renewal for installation of lift/escalator and related inspections</li> <li>• Online submission of inspection reports to the Department within 48 hours</li> </ul>   |
| 3.     | CHIPS                   | Mobile Tower Approval (Registration and Renewal)  |
| 4.     | CSIDC                   | <ul style="list-style-type: none"> <li>• Allotment of land in Industrial Areas</li> <li>• Obtaining Water connection</li> </ul>   |
| 5.     | CSPDCL                  | <ul style="list-style-type: none"> <li>• Obtaining Electricity connection</li> <li>• Obtaining Power feasibility certificate or sanction of power supply</li> <li>• Temporary electricity connection</li> <li>• Electrical safety NOC for increase in load</li> <li>• Information on quality of electricity service supply</li> </ul>   |
| 6.     | Drug Controller         | <ul style="list-style-type: none"> <li>• Retail Drug License (Pharmacy) (Registration and Renewal)</li> <li>• Wholesale Drug License (Registration and Renewal)</li> <li>• Drug Manufacturing License (Registration and Renewal)</li> </ul>   |
| 7.     | Excise                  | <ul style="list-style-type: none"> <li>• Excise Verification Certificate</li> <li>• Label Registration</li> <li>• License for local sale, import and export permit of spirit Indian-made foreign liquor (IMFL)</li> </ul>   |
| 8.     | Forest                  | Tree transit permission   |
| 9.     | Fire (Home)             | Fire License/NoC (Registration and Renewal)   |
| 10.    | Commerce and Industries | <ul style="list-style-type: none"> <li>• Approval of NSWS/Single Window Services</li> <li>• Rebates, incentives, subsidies, and credits</li> <li>• Fostering Startup Growth in Tier 2/3 Cities</li> <li>• Boosting the Indian services sector to establish India as a global leader (Service/ Grievances)</li> <li>• Comments/feedback received on the draft business regulation and how they were addressed in the final regulation</li> <li>• Compliance Dashboard</li> <li>• Promote regional trade and manufacturing ecosystem with ODOP</li> </ul>   |
| 11.    | Labour                  | <ul style="list-style-type: none"> <li>• License and Renewal for contractors under provision of The Contracts Labour (Regulation and Abolition) Act, 1970</li> <li>• Principal employer's establishment under provision of The Contracts Labour (Regulation and Abolition) Act, 1970</li> <li>• Registration and renewal of license under The Factories Act, 1948</li> <li>• Approval of plan and permission to construct/extend/or take into use any building as a factory under the Factories Act, 1948</li> </ul>  |



| Sr. N. | Department                       | Services   |
|--------|----------------------------------|--|
|        |                                  | <ul style="list-style-type: none"> <li>Registration under The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996</li> <li>Registration of establishment under the Inter State Migrant Workmen (RE&amp;CS) Act, 1979</li> </ul>   |
| 12.    | Boiler Inspectorate              | <ul style="list-style-type: none"> <li>Registration/renewals under Boiler Act, 1923</li> <li>Registration/ renewals of Boiler Manufacturer under Boiler Act, 1923</li> </ul>   |
| 13.    | Legal Metrology                  | <ul style="list-style-type: none"> <li>Registration/ License and renewals under the Legal Metrology Act, 2009</li> <li>Verification of Weights and Measures under the Legal Metrology Act, 2009.</li> </ul>  |
| 14.    | Registrar Co-operative Societies | Registration of Societies  |
| 15.    | Registrar Firms & Societies      | Registration of Partnership Firms  |
| 16.    | Registration and Stamp           | Property Registration  |
| 17.    | Revenue (Land Records)           | <ul style="list-style-type: none"> <li>Digitize and publish online land transaction deeds including Records of Rights (RoR) kept at all land records offices</li> <li>Change in Land Use</li> <li>NOC for tree felling from tree authority/appropriate authority (Prior to commencement of construction activities)</li> <li>Mutation (at land records, utilities, ULBs and Panchayats)</li> </ul> |
| 18.    | TCP                              | <ul style="list-style-type: none"> <li>Building Plan approval</li> <li>Permission for Alteration and Addition/Revision/Revalidation of Building Plan</li> <li>Permission for Demolition and Reconstruction of Building</li> <li>Plinth Approval</li> <li>Completion/Occupancy certificate</li> </ul>   |
| 19.    | UAD                              | <ul style="list-style-type: none"> <li>Registration for Trade License</li> <li>Obtaining sewerage connection</li> <li>Registration and renewal (if applicable) under The Shops and Establishment Act</li> </ul>  |
| 20.    | WRD                              | <ul style="list-style-type: none"> <li>Permission to draw water from river/public tanks</li> <li>Certificate of non-availability of water from Water Supply Agency</li> </ul>  |
| 21.    | P&RD                             | Quality of Water being supplied  |

#### Annexure B

| Sr. N. | Department   | Services   |
|--------|--------------|--|
| 1.     | CEI          | Registration & renewal for installation of lift/escalator and related inspections  |
| 2.     | CSPDCL       | <ul style="list-style-type: none"> <li>Temporary electricity connection</li> <li>Electrical safety NOC for increase in load</li> </ul>   |
| 3.     | CTD          | <ul style="list-style-type: none"> <li>GST registration, preparing and filing returns under the GST Act</li> <li>Assist taxpayers for e-filing of returns under the State/Union Territory GST Act</li> </ul> |
| 4.     | Forest       | Tree transit permission  |
| 5.     | Commerce and | <ul style="list-style-type: none"> <li>Promote regional trade and manufacturing ecosystem with ODOP</li> <li>Fostering Startup Growth in Tier 2/3 Cities</li> </ul>  |



| Sr. N. | Department             | Services   |
|--------|------------------------|--|
|        | Industries             | <ul style="list-style-type: none"> <li>Boosting the Indian services sector to establish India as a global leader (Service/ Grievances)</li> <li>Investors' Facilitation Center/ Investment Promotion Agency</li> </ul> |
| 6.     | Revenue (Land Records) | NOC for tree felling from tree authority/appropriate authority (Prior to commencement of construction activities)  |
| 7.     | UAD                    | <ul style="list-style-type: none"> <li>Obtaining Water Connection</li> <li>Obtaining sewerage connection</li> </ul>  |

### Annexure C

| Sr. N. | Department | Process   |
|--------|------------|---|
| 1.     | CECB       | <ul style="list-style-type: none"> <li>Allow for renewal of Consent to Operate (under Water Act, 1974 and Air Act, 1981) based on self-certification and/or third-party certification</li> <li>Allow validity period of Consent to Operate for period of 5 years and above</li> </ul>   |
| 2.     | CEI        | <ul style="list-style-type: none"> <li>External/Internal electricity installation works typically carried out by a licensed professional/ company</li> <li>Ensure frequency of the following <ul style="list-style-type: none"> <li>a) Inspection by contractor/company that performed external/internal installations</li> <li>b) Issuance of certificate of compliance by contractor/company</li> <li>c) Check quality of external/internal installation works by contractor/company</li> </ul> </li> <li>Mandate the quality check or final inspection by a third party to ensure the quality and safety of external/internal electricity installations</li> <li>Ensure qualification of third party carrying-out the electrical wiring installation works: <ul style="list-style-type: none"> <li>a) Minimum number of years of experience</li> <li>b) Education qualification (for example, university degree/diploma/certificate in the relevant field)</li> <li>c) Pass a qualification exam</li> </ul> </li> <li>Design and develop an online system with following features: <ul style="list-style-type: none"> <li>a) The system should send an intimation to businesses at least 30 days prior to the due date for inspection</li> <li>b) Allocating inspectors through a computerized process</li> <li>c) Enabling users to view and download submitted inspection reports of at least past three years.</li> </ul> </li> </ul> |
| 3.     | CSIDC      | <ul style="list-style-type: none"> <li>Define objective criteria, for evaluating land allotment application within industrial estates of along with provision of land/ shed allotment for industrial units on rental/ lease model</li> <li>Ensure infrastructure and facilities are developed and offer plug and play option for promoting sectoral investments of land earmarked for industrial purpose, and to have the following (as applicable): <ul style="list-style-type: none"> <li>a) Pre-approved clearances and permissions at park level, aligned to sectoral/ manufacturing requirements like for red category products</li> <li>b) Water and power utility infrastructure (including electrical substations)</li> <li>c) Gas pipeline infrastructure</li> <li>d) Optical Fibre Cable (OFC) connectivity</li> <li>e) Sewage treatment plant (with required permissions)</li> <li>f) Effluent treatment plant (with required permissions)</li> <li>g) Common facilitation center (CFC)</li> </ul> </li> </ul>   |
| 4.     | CSPDCL     | <ul style="list-style-type: none"> <li>Ensure that the website provides information regarding the number of mandatory documents required for obtaining electrical safety NOC for increase in load: <ul style="list-style-type: none"> <li>a) Proof of the user's identity</li> </ul> </li> </ul>  |



| Sr. N. | Department              | Process   |
|--------|-------------------------|---|
|        |                         | <ul style="list-style-type: none"> <li>b) Proof of ownership or occupancy (in the case of an owned or leased premise)</li> <li>c) Authorization document (in the case of a firm or company) Electrical safety NOC for increase in load</li> <li>• Reduce the number of mandatory documents required for obtaining the electricity connection to:               <ul style="list-style-type: none"> <li>a) Proof of identity of the user</li> <li>b) Proof of ownership/occupancy (in case of owned/leased premise)</li> <li>c) Authorization document (in case of firm or company)</li> </ul> </li> <li>• Ensure that charged electrical connections (up to 150 KVA) is provided within Seven days (where no 'Right of Way' (RoW) is required) and in Fifteen days where RoW is required from concerned agencies</li> </ul>  |
| 5.     | CTD                     | Constitute an authority for advance ruling under the State Goods Service Tax and publish details of application procedure and checklist on the Department's website   |
| 6.     | Excise                  | Allow for renewal of registered label approval based on self-certification where there are no changes required in the label   |
| 7.     | Commerce and Industries | <ul style="list-style-type: none"> <li>• To enable PAN based Unique Single Business User ID. Capture PAN for each Profile/ Business Approval related Transaction</li> <li>• Design and implement an online wizard/ system with the following features/information:               <ul style="list-style-type: none"> <li>a) List of criminal provisions under various Acts including section/ rule</li> <li>b) Descriptions of provision with trigger/ event point for incidence of liability for business and relevant sector</li> <li>c) Type of offence and punishment</li> </ul> </li> <li>• To Establish an ODOP Facilitation Center/Agency to assist with participation in trade fairs and provide support with promotion, branding, and packaging for international markets, while also addressing challenges to enhance the export of ODOP products</li> <li>• Establish a service desk and define working procedures, including service timelines for technology collaborations, R&amp;D, Model Project Reports, finance, the assignment of relationship managers, responses to investors, and in-built sectoral expertise, for the Investors' Facilitation Center/Investment Promotion Agency to handle:               <ul style="list-style-type: none"> <li>a) Queries</li> <li>b) Grievances</li> </ul> </li> <li>• Ensure that the contact details of relationship managers are accessible on both the National Single Window System and the State's Single Window System</li> <li>• Ensure the creation of a task force to identify sectors and their respective necessary approvals/compliances suitable for transitioning to self-certification for low-risk inspections and to third-party certification for medium-risk inspections, applicable across all sectors</li> <li>• Mandate online publishing of draft business regulation and invite public comments/ feedback on the same prior to enactment - The period of display should be at least 30 days</li> <li>• Mandate each proposed/new regulation (before it is introduced) following criteria displayed on the website:               <ul style="list-style-type: none"> <li>a) Legal Basis - Does it have a basis in law/act/policy</li> <li>b) Necessity - Does the license help government achieve its objectives</li> <li>c) Business-friendly - Does it impose minimum burden on businesses to achieve the government's objectives</li> </ul> </li> </ul> |
| 8.     | Labour                  | <ul style="list-style-type: none"> <li>• Legally mandate social consultation during the process of setting and updating the minimum wage</li> <li>• Introduce a provision for allowing the validity of license under the Factories Act,</li> </ul>  |



| Sr. N. | Department                       | Process   |
|--------|----------------------------------|---|
|        |                                  | <p>1948 to be 10 years or more</p> <ul style="list-style-type: none"> <li>• Eliminate the requirement of renewal of registration or allow auto-renewal under the Factories Act</li> <li>• Online filing of single integrated return under all the labour laws</li> <li>• Ensure rules are prescribed under the Code on Social Security, 2020 regarding manner of collection of cess from every employer undertaking building or other construction work for the purposes of social security and welfare of building workers</li> <li>• Surprise inspection or inspections based on complaints and ensure details are recorded in the system</li> <li>• Mandate joint- inspection under all the following Acts:</li> <li>• Inspection under The Equal Remuneration Act, 1976</li> <li>• Inspection under The Factories Act, 1948</li> <li>• Inspection under The Maternity Benefit Act, 1961</li> <li>• Inspection under The Minimum Wages Act, 1948</li> <li>• Inspection under The Shops and Establishments Act (as applicable)</li> <li>• Inspection under The Labour Welfare Fund Act (as applicable)</li> <li>• Inspection under The Payment of Bonus Act, 1965</li> <li>• Inspection under The Payment of Wages Act, 1936</li> <li>• Inspection under The Payment of Gratuity Act, 1972</li> <li>• Inspection under The Contract Labour (Regulation and Abolition) Act, 1970</li> <li>• Ensure that the selection of establishments for inspection is done using computerized risk assessment and allocation of inspectors is undertaken under the CIS</li> <li>• Inspections (except in case of complaint-based inspections) shall be limited to the checklist</li> <li>• Mandate online submission of inspection report within 48 hours to CIS</li> <li>• Mandate that the same inspector will not inspect the same establishment twice consecutively</li> <li>• Allow users to view and download submitted inspection reports of at least past three years</li> <li>• Allow self-certification/ third party certification instead of Departmental inspections under all the labour laws and The Factories Act, 1948. Define the criteria for recognition of third-party agencies/individuals and publish a list on the Department/board portal</li> </ul> |
| 9.     | Legal Metrology                  | Eliminate the requirement of renewal of registration or allow auto-renewal  |
| 10.    | P&RD                             | Mandate each property/plot has a Unique ID across the State Rural Land / Plot: Survey no., etc.   |
| 11.    | Registrar Co-operative Societies | Ensure that any changes in society's information (such as change in constitution, society name, address) are automatically updated for all relevant state government departments/ agencies (such as Labour, Environment, Industries, Industrial development corporations, Legal Metrology, Urban/ town and country planning)  |
| 12.    | Registrar Firms & Societies      | Ensure that any changes in firm's information (such as change in constitution, society name, address) are automatically updated for all relevant state government departments/ agencies (such as Labour, Environment, Industries, Industrial development corporations, Legal Metrology, Urban/ town and country planning)   |
| 13.    | Registration and Stamp           | Mandate issuance of the registered deed to the applicant on the same day as the day of registration   |
| 14.    | Revenue (Land Records)           | <p>Design and develop a system to trigger the mutation/name change as soon as the property is registered at sub registrar office for the following processes:</p> <ol style="list-style-type: none"> <li>a) Mutation at land records office</li> <li>b) Name change at Municipal Corporation and Panchayats for property tax</li> <li>c) Name change in Electricity and Water bills</li> </ol>  |



| Sr. N. | Department | Process  |
|--------|------------|--|
| 15.    | UAD        | <ul style="list-style-type: none"> <li>• ULB's to include sustainable water use practices such as Rainwater harvesting as a mandatory requirement while providing construction permits for new buildings and as a mandatory requirement for availing utility connections in existing buildings</li> <li>• ULB's to include sustainable water use practices such as Solid waste/ bio-sludge management as a mandatory requirement while providing construction permits for new buildings and as a mandatory requirement for availing utility connections in existing buildings</li> <li>• Reduce the number of documents required for obtaining trade license to only two: ID Proof and Lease Deed/Legal Occupancy document</li> <li>• Eliminate the requirement of renewal of registration or allow auto-renewal</li> <li>• Mandate each property/plot has a Unique ID across the State               <ul style="list-style-type: none"> <li>a) Urban Land: Survey or CTS no., etc.</li> <li>b) Urban Property – Including Vertical property such as Apartments, Condos, etc.</li> </ul> </li> <li>• Eliminate the requirement of Inspection prior to registration, ensure that the final registration is granted within one day from the date of application and eliminate the requirement of Renewal of registration for registration under The Shops and Establishment Act</li> <li>• External/Internal water installation works typically carried out by a licensed professional/ company</li> <li>• Ensure frequency of the following               <ul style="list-style-type: none"> <li>a) Inspection by contractor/company that performed external/internal installations</li> <li>b) Issuance of certificate of compliance by contractor/company</li> <li>c) Check quality of external/internal installation works by contractor/company</li> </ul> </li> <li>• Mandate the quality check or final inspection by a third party to ensure the quality and safety of external/internal water installations</li> <li>• Ensure qualification of third party carrying-out the water installation works:               <ul style="list-style-type: none"> <li>a) Minimum number of years of experience</li> <li>b) Education qualification (for example, university degree/diploma/certificate in the relevant field)</li> <li>c) Pass a qualification exam</li> </ul> </li> </ul> |
| 16.    | T&CP       | <ul style="list-style-type: none"> <li>• Ensure building regulation /code/standard have provisions to dispute the decision of the local authority</li> <li>• Ensure formal land use planning/zoning regulations incorporate the following:               <ul style="list-style-type: none"> <li>a) Requirements for trunk infrastructure availability (water, electricity, sanitation)</li> <li>b) Hazard maps that identify areas in which construction is not permitted due to natural hazards</li> <li>c) Hazard maps that identify minimum separation between residential and hazardous occupancies</li> <li>d) Maps that identify areas in which construction of buildings is not permitted in relation to natural resources</li> </ul> </li> <li>• Enact a comprehensive uniform building code/building by-law applicable to the entire State</li> <li>• Ensure that the uniform building code/building by-law include provisions for risk-based classification of buildings</li> <li>• Define mandatory qualifications for architects and structural engineers in the uniform building by-law applicable in State/UT</li> <li>• Develop legally valid master plans/zonal plans/land use plans for all urban and Panchayat areas and make it available online in public domain</li> <li>• Publish information about fees, procedure and a comprehensive list of documents including pre-construction and post-construction No Objection Certificates (NOCs), registrations and other mandatory State/UT approvals</li> <li>• Joint site inspection will be carried out by all concerned authorities such as Fire, Sewerage, Electricity, Labour (such as Factory license), Water Department and</li> </ul>   |